



Carronbank Medical Practice Newsletter

Carronbank.co.uk

August 2008

Getting an appointment

Over the past few years we have made several changes in the way the appointment system works. This should make it easy for you now to get an appointment. We offer enough appointment to meet the needs of our patients
For example:

You will be offered an appointment on the day that you want to be seen.

This could be the day you ask for it or the next day.

Or you can ask for an appointment **any time up to four weeks in advance**

We also encourage patients to book telephone consultations when this is appropriate. It saves your time and allows the face to face surgery appointments to be kept for those who need to be seen by a doctor or nurse.

We have also started providing a limited number of appointments early on Saturday mornings. These have to be booked by the day before at the latest. Because only the doctors work at that time and there are no nurses present or hospital facilities

open we can only deal with problems that do not need extra tests such as blood tests at the same time.

Most patients are very good at telling us if they are not going to be able to attend an appointment. But we still have around 30 doctor and 40 nurse appointments lost each week by people not turning up. So please give us a call if you are going to miss an appointment. Even a call as late as half an hour before the appointment time means someone else can be seen at that time.

Hazardous drinking

You will be aware that Scotland is in the middle of an epidemic of alcohol related illness and the very big problems it creates in the lives of many families. In the past we have concentrated on helping those

who have become addicted to alcohol. Now we are trying to help those who are drinking in a way that in time could become hazardous to them in the future. That means that you may be asked in the

course of a routine surgery how much you drink. If it is at a hazardous level then you will be offered advice as to how to reduce the risk of alcohol problems in the future.

- **Appointments can be made for the day you want them**
- **Appointments can be made up to four weeks in the future**
- **Try asking for a telephone appointment if your problem can be dealt with by phone**
- **You may be asked how much you drink**

Staff changes

August is the time when we welcome new doctors in training to the practice. This year we have three young colleagues starting their career in general practice at Carronbank. Dr Lisa McKenna and Dr Sunil Adwani will be with us for a year and Dr Ryan Ewbank is here till next February. He will return here to complete his training in August 2010.

Many of you will have met last year's registrar doctors, Dr Appleby and Dr Gorman. Both have recently had a healthy baby, a girl for Dr Appleby and a boy for Dr Gorman. They are both on maternity leave and will return for a short time next year to complete their training.

Sandy Abate has recently joined the prac-

tice nursing team

Linda Robertson who has been our treatment room nurse for several years has moved into the district nursing team so will be visiting patients in their homes. Her replacement in the treatment room will be appointed soon.

Welcome to all our new members of staff.

Stopping smoking

We seem to be seeing more and more people who are desperate to stop smoking. We can help in lots of ways. You can make an appointment with the classes run by the health visitors at Carronbank. Or you can contact the Camelon smoking clinic on 611711. Or if you would rather get help from the doctors on their own then we are very happy to help. Most people who really want to stop find it easier to give up than they thought it would be.

Comments, compliments and complaints

We try very hard to provide a good level of care to our patients. We really appreciate feedback from you telling us if we are doing things well or not so well. Often it is patients who came up with ideas that would improve our service so if you have a

good idea then please share it with us.

On the other hand, if you are not happy about our service then our complaints handling service is there to look into problems and help solve them. In that way we can all learn from any-

thing that goes wrong. If you wish to use the complaints service then speak to any of the receptionists who will give you the appropriate leaflet or speak directly to Lesley Hamilton, our practice manager on 822382

Sports news

Dr McElhinney completed the Prague marathon earlier this year, Dr McLean hopes to do the Glasgow to Edinburgh 50 mile cycle run and Dr Calder is back into competitive swimming. Dr Campbell has been seen jogging and Dr Donaldson has

bought a season ticket for Setanta. Dr Ewbank, our newest doctor is a triathlete.

It may not be the Olympics but excuse us if we look a little tired at times!



Flu time

We will again be running flu clinics this autumn. Watch out for further details about the times. As usual, you will be given a recommended day to attend but if you cannot make that day, then feel free to come to any of the flu sessions.